



Washington, D.C. 20505

14 DEC 1981

DD/A REGISTRY

FILE: Travel

Mr. Chester Martin  
Assistant Commissioner  
Office of Transportation Audits  
Transportation and Public Utilities Service  
General Services Administration  
Washington, D.C. 20406

Dear Mr. Martin:

During the past six years, the Central Intelligence Agency made limited use of Government Transportation Requests (GTR's) due to requirements concerning cover, security, and the protection of sources and methods. In 1981 procedures were developed to substantially increase the Agency's use of GTR's. During the entire period, however, formal procedures have existed, and have been followed, to identify, process, and recover refunds on unused air tickets and those requiring adjustments.

The recovery process has been centralized in our Central Travel Branch (CTB). This Branch receives tickets involving refunds from all components and prepares, submits, monitors, and pursues refund requests relating to tickets obtained with GTR's or by other means. Two control accounts are maintained and are reviewed and reconciled at frequent intervals.

All travel accountings and supporting documentation are checked for possible ticket refunds by each component, by the travel auditor (who also verifies claims against advances for transportation costs), and by a certifying officer. While it is possible for a ticket refund to slip through this screening process, experience indicates it is a very infrequent occurrence.

Our Central Processing Branch has maintained good relations with appropriate personnel in most major airlines' accounting offices and their D.C. area offices, usually on a "cleared and witting" basis. CTB's experience with the airlines in terms of refunds has been very favorable. Refund requests have been handled fairly and expeditiously, and long delays are rare. At present CTB has 61 GTR-related refund claims for \$11,632 in process, the oldest dating to 11 June 1981.

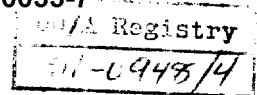
Under the circumstances evidenced in our review of the air ticket refund process, we believe it would not be cost effective to review our travel vouchers for the past six years for possible refund items. The number of refunds would be very small. Most items prior to 1981 would not be GTR-related and hence would be unrecoverable under the CSA project. Should GTR-related refunds be discovered, our internal procedures for recovery would probably be equally effective in obtaining refunds; and questions of security and cover would sharply limit the submissions we could make to the CSA project.

We will continue to pursue ticket refunds assiduously. You, and other interested Government representatives, should feel assured that any unearned and unrefunded air carrier revenue pertaining to CIA travel is an insignificant portion of the \$8 million outstanding. Moreover, the cost of recovering this Agency's small amount would substantially exceed the funds recovered.

Sincerely,

**W. William N. Hart**

*[Signature]* Harry E. Fitzwater  
Deputy Director  
for  
Administration



ORIGINATOR:

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DD/Compliance

7 December 1981  
Date

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